



## Raja Juma

<p>birth:</p> <p>Place of birth:</p> <p>Nationality:</p> <p>E-mail address:</p> <p>Cellphones:</p>	<p>Date of</p> <p>August 24<sup>th</sup>, 1970</p> <p>Jordan-Amman</p> <p>Jordanian</p> <p><a href="mailto:rajajuma2001@yahoo.com">rajajuma2001@yahoo.com</a></p> <p><a href="mailto:rjuma51@gmail.com">rjuma51@gmail.com</a></p> <p>+966 578417131</p> <p>+966 552902078</p>
<p>Objective</p>	<p>Seeking a responsible position within an esteemed Hospitality Division where I can utilize my leadership skills and ensure the growth of the organization.</p> <p>Landmark a name as self-made and qualified person for development, enhancement of hospitality firms with solid experience: Food &amp; Beverage / Conventions &amp; Catering Divisions.</p> <p>Coordinates timely framed tasks that reflects smooth Administration &amp; Operations that presents healthy working environment and rewarded returns for the stakeholders and team members</p> <p>Practice hands on accent that is shared among outstanding team who are seeking a career path.</p> <p>Strongly believe working from heart with passionate manner, aiming to rank as the # 1 Host with assurance that Value for Money at all times</p>



Dec 17 – Jan 2019	<p>Elaf Hospitality - <b>Corporate Training Manager</b> (12 Hotels) within (Jeddah / The Holy city Makkah &amp; Al Madinah Al Munawarh)</p> <p><b><u>Key Tasks</u></b></p> <p>To establish, implement and maintain Training Management System to continually improve the efficiency and effectiveness of the training analysis, design, delivery and evaluation of trainings.</p> <p>Responsible for identifying, planning and executing needs for training, performance, employee motivational programs. The major responsibilities are the followings:</p> <ul style="list-style-type: none"> <li>-Prepares, review and amended hotels Training Cycle</li> <li>-Establishing Training needs and implement the corporate training plan</li> <li>-Ensured the Coaching and Mentoring / Train the Trainer programs</li> </ul>
2013 – 2017	<p><b>FAWAZ ALHOKAIR Group</b> : –Palaces &amp; Hospitality Divisions Manager 4 Family Palaces &amp; Farm Leads the day to day Admin &amp; Operations requirements of total Al Hokair family, services delivery at the highest standards and on the form of high-end household services</p> <p><b>Food &amp; Entrtainment Co</b> : QSR &amp; Loss Prevention Manager ( Estren &amp; Westren Rigions ) Leading and directing towards achieving the overall strategic objectives of the Company and his/her specific Zone.</p> <p>Totally responsible for developing the people. Develops people to protect and maintain the Company’s core values.</p>
2011 –2013	<p>HRH Prince Faisal Ibn Al Hussein Peace Making Organization Generations for Peace Head Quarter – Amman</p> <p><b>Conference Venue Development Manager</b> In charge of Facilities &amp; Property Management, refurbishments of Generations For Peace Venues Pre-Opening Cycle of Auditorium and Introducing New Conventions Center that features all type of MICE Events and Concerts Handling the Sales and Events Operations Maintain the facilities readiness for day to day operations Monitor Safety &amp; Security organization related</p>

2009 –2011	Jordan Maritime Complex Hospitality Division – Double Tree by Hilton Aqaba Hotel Project <b>Owner Representative - Project Constructions and Finishes Coordinator. Pre- Opening Cycle</b>
2007 - 2009	Arabian Food Supplies – UAE Fuddruckers - Casual Dining & Catering Operations <b>Restaurant\ Admin &amp; Operations General Manager. Pre Opening Cycle</b>
2003 – 2007	Mövenpick Hotels & Resorts Jordan Petra & Dead Sea <b>Director of Food &amp; Beverage</b> -In-Charge of Conventions & Catering alongside with F&B Department Management.
1999 - 2003	The Hashemite Royal Court – Jordan <b>Palace Manager</b> – In charge of King’s Abdullah The II Royal Palace – AQABA <b>Royal &amp; National Events Manager</b>
1997- 1999 1994–1997 1990 – 1994	Mövenpick Hotels & Resorts Jordan Petra & Dead Sea . <b>Pre Opening Cycle</b> <b>Restaurant Manager</b> Jordan Intercontinental Hotel <b>Beverage Supervisor</b> Amman Marriott Hotel <b>Banqueting &amp; Restaurants Waiter</b>
1982 – 1988	Amman Marriott Hotel – Jordan Summer School Holidays / Bell Boy, Banqueting & Restaurants Waiter
Education	Taha Hussein High School First Secondary Class – Jordan
Languages	Mother tongue English, Fluent in Writing, Reading & Speaking

<p>Certified Training Courses</p>	<p>Corporate &amp; Associate Trainer  Junior Management Program (9 days course)  Professional Ethics  Selling Skills  Stress Management  Time Management  Team Briefing  Managing Customer Services  Inter Personal Communication Skills  Micro's Train the Trainer (Buddy Course)  Basic Management Seminar  Management by Objectives  Operating Micros Machine  Food Sanitation Certificate  Guest Courtesy Workshop  Customers Come First Workshop  Service Leader Workshop  Train the Trainer Workshop  Motivating Others  Train the Trainer Workshop  Conducting Effective Evaluation  Service Leader Workshop  Beverage Cost Controlling  Food Cost Controlling  Micro's Train the Trainer (Buddy Course)  Fidelio (Food &amp; Beverage)  Computer Training Course (Excel, WinWord)  Total Quality Management Seminar  <b>Amman Marriott Hotel Amman - Jordan</b>  One-year Training Period – Food &amp; Beverage  Banqueting &amp; Restaurants Waiter  1987-1988</p>
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Special Missions	<p><b>Participated in the following Events:</b></p> <p>The Hashemite Royal Family – Jordan Several Occasions &amp; Events  Invited by His Royal Highness Prince Al-Waleed Bin Talal as a recognition and appreciation for excellence of service within Mövenpick Hotels to KSA – <b>Kingdom Company with supervising Gala dinner arrangements</b></p> <p><b>July 2007</b>  Regional Food &amp; Beverage Managers Meeting Held in UAE – DUBAI  Mövenpick Hotel - BURDUBAI <b>2006</b></p> <p>TASKFORCE, In charge of the Irish president, Itinerary at Mövenpick Resort &amp;Spa Dead Sea <b>15 – 17 February 2006</b></p> <p>Taskforce, Supporting Mövenpick Resort Kuwait in its First large Royal Weeding arrangements, held at <b>The New Convention Center 1 – 7 March 2006</b></p> <p>Petra Conference of Nobel Laureates:  <b>Mövenpick Resort Petra</b>  <b>20 - 22 June 2006</b>  Petra Conference of Nobel Laureates</p> <p><b>Mövenpick Resort Petra – Task Force</b>  <b>18 - 19 May 2005</b>  WEF - World Economic Forum in Jordan</p> <p><b>Mövenpick Resort &amp; Spa Dead Sea</b>  <b>20 - 22 May 2005</b>  G8/ BMENA Meeting, Dead Sea.</p> <p><b>Mövenpick Resort &amp; Spa Dead Sea</b>  <b>22 - 23 May 2005</b>  WEF- World Economic Forum Annual Meeting:</p> <p><b>Mövenpick Resort &amp; Spa Dead Sea</b>  <b>20 - 22 May 2004</b>  WEF – World Economic Forum Extraordinary Annual Meeting</p> <p><b>Mövenpick Resort &amp; Spa Dead Sea</b>  <b>21 - 23 June 2003</b>  Arab League Summit – Amman Jordan</p> <p>In charge of His Majesty the King of Jordan – <b>King Abdullah II Itinerary</b>  <b>27- 29 March 2001</b>  Large Number of Head of State and World leaders / Royal Functions alongside with official governmental Event</p>
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**Raja Juma**

### **Covering Letter**

From crossing a path with the positive belief of:

**LIFE IS BIG MY SCHOOL.** Had attended a large number of Hotel Divisions Admin and Operations practice. In-depth Food & Beverage / Conventions & Catering alongside with Casual Dining as a seasonal and passionate member.

Leading all levels of multiple projects including pre-opening and start-up of businesses. Offering more than 25 years in the hospitality industry, as well as in-depth knowledge of Royal Palaces & High-End Profile attentive services. Conventions and Catering mind set leader.

Able to create strategic alliances with organization leaders to effectively support key business initiatives. Builds and retains high-performance teams by hiring, developing and motivating skilled professionals.

Offering outstanding communication and cross-cultural team leadership who they are skilled with:

High-energy, results-oriented leader with an entrepreneurial attitude.

### **Background:**

- Has assess, develop and implement organizational structures, mandates and job descriptions that are aligned with business strategies, evolve HR – Training strategies, policies and procedures; conduct gap analysis of current skills; and development of new recruit's programmers;
- Develop and implement performance management systems, including determination of key performance indicators linked to remuneration, performance appraisal and coaching;
- Evaluate, develop and implement dynamic and interactive learning programmers';
- Evaluate and develop succession planning and talent management programmers.

### **Experience:**

- Raja started his career as **Bellboy** at The Amman Marriott Hotel 1982, as energetic and visionary mankind, professional leader with motivation to deliver superior services and results. Drives company growth through solid strategies approach and experience.
- He is able to create strategic alliances with organization leaders to effectively support key business initiatives. Builds and retains high-performance teams by hiring, developing and motivating skilled professionals.
- Raja last assignment was Hotel Operations Manager – In Charge of Food & Beverage for leading International hospitality group.
- Raja is a well-equipped trainer, he encompasses all training management dimensions, from planning, administration, development, delivery, to quality assurance and check post implementation. for 13 local hotels group that features 1250 staff.
- He have past experience in communication management and project management.

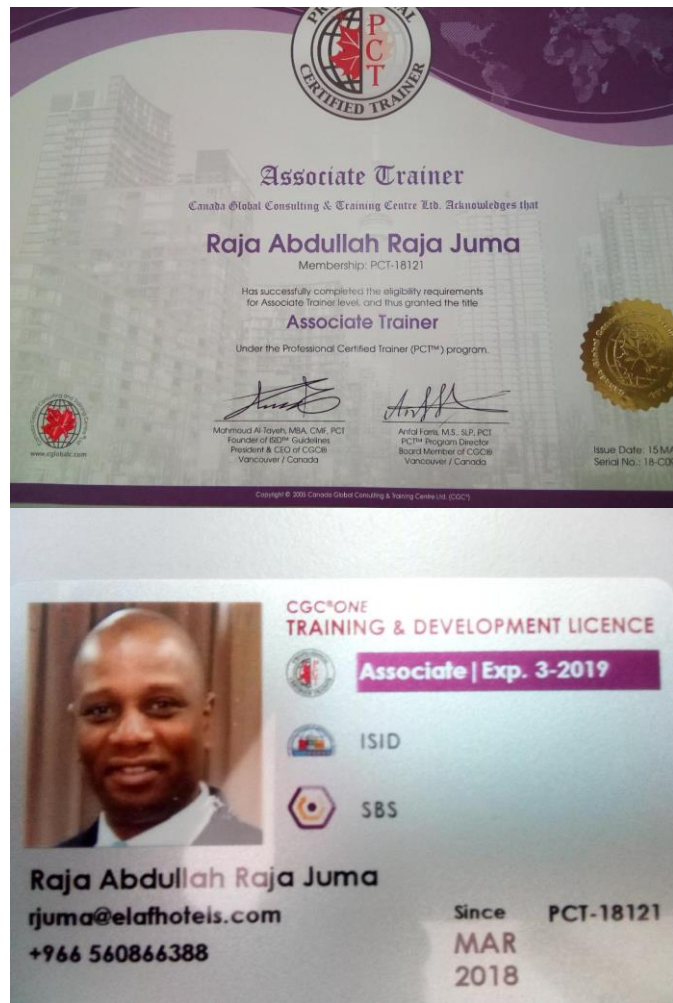
### **Education / Others:**

- High School Amman - Jordan
- Canada Global Consultation Canter – Certified Hospitality Trainer
- Practcing E-Learning Programe 'TTT' with EHL School of Hospitality - Ecole hôtelière de Lausanne
- Collective Hospitality General Training Certificates.





*My Golden Days while serving my King Abdullah the II – Jordan*



Participating with E- Train The Train Program

[EHL School of Hospitality - Ecole hôtelière de Lausanne](#)

[www.generationsforpeace.org](http://www.generationsforpeace.org)

Please tour the site under Where We Are –  
(Headquarters Facilities . **Pre Opening Cycle** ), my creation

## **TIME Magazine Published Article by – Mr. Kevin Jonson Previously assigned as The Hashemite Royal Places Director in Jordan**

The True Evolution of High-End Household Staffing Since the Downton Era

J.I. Baker / LIFE Books

Jan 11, 2016

Have the customs and standards that audiences see on Downton Abbey continued to this day?

Yes. In fact, I would go as far as to say that with modern gadgetry and equipment, some households now strive to deliver even higher levels of service. From silver polishes and electronic gadgetry to floor polishing machines and clothes steamers, technology has helped immeasurably. Every department—Kitchen, Food and Beverage Service, Housekeeping and Garden—is reaching new heights. This is especially true on yachts, where there is a clear intention to elevate the level of service to an art form.

Why yachts in particular?

It's an enigma. They're not houses, so one might think the level of service would be lower than in a home, but it's become a game for the crew to outshine their client's friends or competitors.

How?

RELATED

Hunting Party

TELEVISION

What That Fox-Hunting Scene on Downton Abbey Says About the Final Season

Back in the '20s and '30s, lower-class children were sent into great houses to be hall boys and kitchen maids and worked their way up. How does it work now?

Palaces and embassies play their part in training staff, but grand hotels and Michelin-starred restaurants are also responsible for providing the industry with new recruits. And people still start as bellhops or kitchen porters. I know of one gentleman, **Raja Juma, a Jordanian** with no formal education, who started work in a Five-Star hotel in Amman as a bellboy. Twenty years later, after a lot of hard work and a hell of a lot of determination—mixed with an infectious enthusiasm for his job—he is now a palace manager in Saudi Arabia.



Dear Salwa,

Dear Colleagues,

I am writing this letter to personally say thank you and goodbye since this is my last weekend working for Park Inn by Radisson AlNaseem Makkah Hotel.

Thank you for letting me know my strengths and overcome every challenge we had over the past eleven months. When I remember my first week here by May 2019, I know nothing about Radisson Hotels Group Culture, but you gave me an opportunity to learn, an opportunity to prove that I am worth it to work here and an opportunity to grow together.

How you boost my self-esteem made me realize that we can do more and I will not be in this position without your guidance and trust.

Wishing you more success and The RHG and your personal life.

Again, thank you for accepting me as your colleague for the time we share a Memorable Moments. I will cherish every moment I had here.

For any future inquires / reference, feel free to contact me at: [rajajuma2001@yahoo.com](mailto:rajajuma2001@yahoo.com) / 0578417131.

Sincerely yours,

Raja Juma

**From:** Fallata, Salwa <[salwa.fallata@parkinn.com](mailto:salwa.fallata@parkinn.com)>

**Sent:** 05 March 2020 12:00

**To:** juma, Raja <[raja.juma@parkinn.com](mailto:raja.juma@parkinn.com)>

Dear Raja,

Thanks for your remarkable support & progress that you Have given to F&B department. During the last couple of Months, you were the ignition of courage, support, Development and joy, regardless the up and down in the Hotel Operations.

You are the king of F&B & negotiations and your place is So hard to be filled. We wish you all the best in your career life.

We appreciate you

Regards,

Salwa